

Markel Claims

Phone: 800-236-2453 • Fax: 855-662-7535

Address: N14 W23800 Stone Ridge Drive • Waukesha, WI 53188

New claim email: newclaims@markelcorp.com

Open claim email: markelclaims@markelcorp.com



Unfortunately, accidents happen. And when they do you can rely on an experienced Markel claims examiner to guide you through the process and help get you back on the road as soon as possible.

If you're in an accident:

- Make sure everyone involved in the accident is okay and move vehicles off the roadway if possible.
- Call the police.
- Exchange information with all other drivers involved (name, address, phone number, vehicle information, license plate number, insurance company, and policy number).
- Obtain contact information from any witnesses who saw the accident.
- Take photos of all vehicles involved in the accident and the accident scene.
- If your vehicle is inoperable, avoid further damage by having it towed to your home or a repair shop.
- Report the accident to Markel Claims immediately.

Tips:

- Don't reveal information about your insurance coverage other than the name of the company to anyone.
- Don't admit responsibility for the accident or injury.
- Don't discuss the accident or injury with anyone other than Markel associates or law enforcement officials.
- Don't give copies of documents to anyone other than Markel associates or authorized representatives.

How to file a claim:

- Report your claim immediately using one of our 24-hour claims service options:
 - o Call 1-800-236-2453
 - o Email newclaims@markelcorp.com
 - o Online at www.markelinsurance.com/file-a-claim
 - o Fax 1-855-662-7535
- To expedite the claims process, please provide the following information when submitting a new claim:
 - o Policy number
 - o Insured and claimant names and contact information
 - o Year, make, and model of the insured vehicle involved in the accident
 - o Description of the accident, including date, time, and location
 - o Current location of your vehicle
 - o All accident-related documentation (police reports, photos, statements, bills, receipts, etc.)

Tip: Reference your policy number or claim number on each document.

What to expect during the claim process:

- A Markel claims examiner will contact you shortly after receiving your claim. If your claim is reported after hours or on a holiday, you will be contacted on the following business day.
- Your claims examiner will explain applicable coverage(s), any applicable deductible(s), and the claim process.
- We will then investigate the details of your loss and request necessary documentation in support of your claim. That documentation might include a repair estimate, photographs, police report, statement of loss, or receipts.

